

Date:

Ref:

Ms. Nadia Sa'id - Secretary General
Ministry of Information & Communications Technology
Amman, Jordan

Subject: Jordan's e-Gov. Portal Work Continuation

Dear Sir,

In reference to our meeting of Tuesday May 6, 2003 with MoICT's e-gov. team, Mr. Hasan Horani, Mr. Khaldoun Nafa'a and Mr. Nour Bani regarding Jordan's e-Gov portal, please find below STS's understanding of the points and requirements presented at that meeting, for the work continuation on this project.

We would like to thank you for your trust in our firm and to assure you that STS will do its utmost and will work in full cooperation with MoICT and the rest of the team members to render this national project a success.

Please do not hesitate to contact us regarding any further questions or inquiries.

Best regards,

Sadek Shunnar

1. Background

In July 2002, the AMIR program issued task orders to its five IQC firms, on a Time and Material contractual basis, requesting implementation of Jordan's e-government portal.

As one of the IQCs, Specialized Technical Services (STS) was commissioned by AMIR to implement the Portal Enterprise Directories through Task Order 2. STS was also commissioned to own the SGN, email & Portal Architecture through Task Order 7. STS has implemented parts of the related work from both Task orders.

In January 2003, AMIR officially frozen all work related to both Task Orders for reasons that are in no way related to STS.

MolICT decided to pick up the remaining work and continue with the implementation of the Portal. STS was requested to submit to MolICT its understanding of such needed requirements, in order to continue and finalize implementation of its initial tasks.

2. Objective

Based on the communication held earlier this week between MolICT & IQC's, this "Business" proposal is provided as a response to MolICT's official request from STS to assume the responsibility of:

- Transferring & executing its current AMIR's Task Orders 2 and 7 works, under a new MolICT contract with STS,
- Extending & continuing STS's work and efforts necessary to complete & launch the Portal.

In Undertaking such a responsibility, STS acknowledges that such efforts will be offered to MolICT on a deliverable-based contractual basis, and not Time and Material as it was originally contracted by AMIR.

To that end, and based on this document, STS understands that once the CMS/Search Engines & tools are provided by MolICT, the scope of some of the elements provided in the summary tables below may be increased or decreased. That will be dependant on the particularities of such selected tools as well as MolICT relevant architecture.

STS also understands that extra elements maybe required fulfilling the same objective, and that MolICT reserves its right to re-introduce, allocate, re-allocate, and/or remove any existing or new elements as it deems appropriate to achieve its objective & target Portal.

Once the tools are selected, and such allocation/re-allocation is concluded, STS would need to fortify this business offer with its financial offering.

In conclusion, STS would like to re-iterate its commitment to continue to work in full cooperation and coordination with MolICT and the rest of the IQC firms with the objective to successfully implement and launch Jordan's e-Government portal.

3. Scope of Work:

The Following Table summarizes, in high-level blocks, the activities that STS will undertake to provide MolICT with its Professional Services in addressing & meeting the set objectives. The below table elements are a high-level representation of a previously agreed-upon "Work Breakdown Structure" delivered to MolICT in March 2003 by the IQC's & AMIR.

Portal Strategy & Framework		
	<p>Portal Strategy Definition:</p> <ul style="list-style-type: none"> • Analysis • Recommendations & best practices • High-level Realization Plan • Strategy Documentation 	<p>The Portal Strategy & Framework will take into consideration appropriate technologies and standards, Enterprise portal Architecture Scope, recognized E-Government applications needs, today and future, as referred to in Roadmap & Blueprint.</p> <p>Work involved would encompass:</p> <ul style="list-style-type: none"> • Portal Strategy Definition: In creating the strategy, STS is to analyze key inputs including current data center strategies, architecture, requirements, performance, operations and procedures, costs, constraints and risks. • Portal Framework Definition: STS is also expected to utilize, & expand on, whatever Designs/Architectures & Documentation already created by the previous Architecture Owners (EDS) & those of which are available to AMIR & at MoICT. <p>Amongst the activities to be undertaken under this item :</p> <ul style="list-style-type: none"> • Harmonize architectural approaches of the IQC firms when necessary, and reporting to MoICT Project Management staff if integration or compatibility problems arise. • Recommendation on Production Application Design & Development Best practices & Standards, forming a guideline for any future expansion & development. • Create a High-level actualization plan & and Implementation Schedule for the Portal gateway Initiative. • Articulate & elaborate Portal Framework Components & their Interoperability framework. • Define & create a Business Continuity & Disaster Recovery Strategy • Define & create a Strategy for the Portal Staging & Development environments. • Create an interoperability plan that describes how the portal infrastructure sub-systems meet the interoperability requirements of the portal web sites.
	<p>Portal Framework Definition:</p> <ul style="list-style-type: none"> • Component View • Component Interoperability • Develop Guidelines, Best Practices & recommendations. • Set implementation Schedule • Framework Documentation 	

Portal Architecture		
	Architecture Analysis <ul style="list-style-type: none"> • Assess Current Architecture • Examine any recommended architecture • Analyse Other key Inputs • Develop Architecture Options 	<p>The overall objective is to develop an Architecture & a design that meets the e government applications and technology requirements as specified today, and which can adapt to meet future requirements as recognized from provided references.</p> <p>For the current stage, that includes the overall architecture & design of the E-government Web Portal environment, including determining the best method for hosting the CMS & its Web/Production & Staging/Development Environments.</p> <p>Act as the Architecture Owner, insuring that the Architecture (& Designs) of the Portal, as a whole, fits within the Guidelines & Plans of the immediate needs and longer-term E-Government infrastructure & directives.</p>
	Architecture Definition <ul style="list-style-type: none"> • Refine the architectural approach • Enumerate gaps • Produce Portal Architecture Document • Issue BOQ 	<p>Amongst the activities to be performed under this element:</p> <ul style="list-style-type: none"> • Assessment of Current Design & Needs Analysis. • Gathering the requirements and capacity planning • Planning for high availability, load balancing, scalability and fail over • Architecting & Designing the New Data Center & SGN (Network & Servers). • Architecting a tiered architecture for adding capacity on demand. • Architect the Portal Disaster Recovery, Staging & Development environments. • Site Preparation Recommendations, Considerations, & Review.

Portal Design		
	<ul style="list-style-type: none"> • Portal Security Platform Design 	<p>The overall objective is to develop an Architecture & a design that meets the e government applications and technology requirements as specified today, and which can adapt to meet future requirements as recognized from provided references.</p> <p>Amongst the Platforms to be designed:</p> <ul style="list-style-type: none"> • Portal Security Platform Design: The development of a Security Policy & the relevant Post implementation assessment & Review. Design, Define & Document Identity Management & Policy including Authentication, authorization and single Sign-on. Such a policy will span the Portal Delivery Platform, eServices platform, Network Platform and the Content Rendering platform. • Portal Delivery Platform Design: Design, Define & Document Portal Web Environment & Platforms (Hardware, Software Platform licenses, Databases, WebServers, AppServers, ... etc.) • Content Rendering Platform Design : Work with CMS Architects in designing & defining the required rendering interfaces & mechanisms. • eServices Delivery Platform Design : Design, Define & Document Portal eServices Platform (Hardware, Software Platform licenses, Databases, WebServers, AppServers, ... etc.) • Portal management Services Design: Including <ul style="list-style-type: none"> ○ Portal MetaData/Taxonomies Design ○ Portal Reporting & Metrics Services ○ Portal Administration & Customization Services ○ Portal Audit/Monitoring Services ○ Portal Search Services ○ Portal Systems Mgmt Services ○ Portal Storage/Archive Services • Portal Disaster Recovery, Staging and Development environments: Define & Design the Disaster Recovery, Staging & Development environments.
	<ul style="list-style-type: none"> • Portal Delivery Platform Design 	
	<ul style="list-style-type: none"> • Content Rendering Platform Design 	
	<ul style="list-style-type: none"> • eServices Delivery Platform Design 	
	<ul style="list-style-type: none"> • Portal management Services Design 	
	<ul style="list-style-type: none"> • Portal Disaster Recovery, Staging and Development environments. 	

Portal Development		
	<ul style="list-style-type: none"> • Portal Security Platform Design 	<p>The Development, testing, deployment of software components within the following platforms:</p> <ul style="list-style-type: none"> • Portal Security Platform Design • Portal Delivery Platform Design. • eServices Delivery Platform Design • Portal Management Services Design
	<ul style="list-style-type: none"> • Portal Delivery Platform Design 	
	<ul style="list-style-type: none"> • Content Rendering Platform Design 	
	<ul style="list-style-type: none"> • Portal Management Services Design 	

Portal Implementation		
	<ul style="list-style-type: none"> • Portal, Web Servers & OpSys Hardening/Protecting 	<p>The objective is to implement designed & developed Platforms & Components on the Portal Production environment for the following :</p> <ul style="list-style-type: none"> • Portal, Web Servers & OpSys Hardening/Protecting : This service component will provide implementation services related to all components of the Portal Delivery Platform, including Operating System hardening, Portal Servers, & Any Web Servers installation & configuration. • Web/Application Servers (e-Services Platform) : This service component will provide implementation services related to all components of the eServices Platform, including Application Servers, Databases, & Any Web Servers installation & configuration. • CMS & Search Engine : This service component will provide implementation services related to all components of the Content Management Platform, including CMS, Search Engine, & any Web Servers installation & configuration. • Portal Disaster Recovery, Staging & Development environments : This service component will provide the services related to the implementation of the environments' Design & any configuration & installation Services.
	<ul style="list-style-type: none"> • Web/Application Servers (e-Services Platform) 	
	<ul style="list-style-type: none"> • CMS & Search Engine 	
	<ul style="list-style-type: none"> • Portal Disaster Recovery, Staging and Development environments. 	

Enterprise Directories		
	NOS Directory	<p>Network Operating System Directory scope is two-fold :</p> <ul style="list-style-type: none"> • Logical : <ul style="list-style-type: none"> ○ Domain Structure ○ Active Directory admin configurations ○ Organizational Units and Groups • Physical <ul style="list-style-type: none"> ○ Routers and Switches ○ Firewalls and NAT's ○ IP scheme and Subnets ○ Web Sites ○ Tunneling and Traffic Encryption ○ Physical Security / Access to Hardware equipments <p>It also involves Ministry Policy creation such as:</p> <ul style="list-style-type: none"> • Account Policies (Passwords, Logging and Lock out &, Access Rights) • Active Directory / Group Policy Objects <ul style="list-style-type: none"> ○ Software Deployment, ○ User Environment, ○ Printers Location, ○ Sharing and Publishing of Network Resources, ○ Document Management and Share Point, ○ Logical security & Antivirus applications, ○ File and Contents Compression and Encryption. • Monitoring Services • Backup Policies

	Personnel Directory	<p>STS will design and develop a Personnel Directory interface for the G2G site: a query which allows GoJ employees to search the Enterprise Directory by specifying search criteria such as name, email address, organization, or other personnel related information.</p> <p>This Personnel Directory is a G2G (or G2Employee) directory only. The G2G (or G2Employee) users will be able to search the Active/Enterprise Directory and identify individual government employees by organization, phone number, email, or physical address.</p> <p>The Personnel Directory will only be available to users who are connected to the SGN.</p>
	Organization Directory	<p>This Organizational Directory is a G2B or G2C directory only. The G2B or G2C users will be able to search & identify Governmental Ministries/ Agencies by phone number, email, or physical address. This is only a browse function. The Organization Directory will not be updated from the Government Portal.</p> <p>The Organizational Directory will be available to users from the public Internet and the users who are connected to the SGN.</p>
	Commerce Directory	<p>An E-Commerce directory is a directory that contains external users. It would generally be used to authenticate external users, allow access rights definition & control, and provide a user with a personalized environment for their web experience.</p> <p>It would contain personalized user profile information. It would be scalable for millions of users because potentially all citizens could have their own ID on this system.</p>
	Applications/eServices Directory	<p>An Application / eServices directory is generally a directory that contains Applications/eServices profiles & access rights defining inter-connectivity between each. It would generally be used to authenticate Applications/services against each other, and provide access rights control.</p>